Information Technology Business Case – Section A
Miami-Dade County – FY 2005-06
Delivering Excellence Every Day

MIAMI-DADE
COUNTY

Directions: Please complete shaded areas below.

Department Name:	**Employee Relations Department**
Project Name:	**Departmental Rollout of EDMS/Imaging Files**
Project Amount:	**$250,000**
Contact Information: Jay Flynn / Jose Nodarse	

Project Type: Please check (√) one.

[√] **Enterprise**　　[ ] **Communities of Interest**　　[ ] **Department Specific**

Funding Source: Please check (√) one.

[√] **GF Capital**　　[ ] **Proprietary Capital**

[ ] **Mandated Requirement**
(If checked (√), please indicate who is mandating this request as well as the time frame)

[ ] **Department Priority of Initiative (1, 2, 3, etc.)**

Section A

Background:

The purpose of the Electronic Document Management System (EDMS) program was to introduce dramatic efficiencies in the filing, storage, retrieval, and disaster recovery for employee records. As the initial pilot department for EDMS/Imaging ERD (Administrative Services Division) was quite successful in implementing three major phases of this technology including the Electronic Personnel Folder, Backfile Conversion, and COLD Reports. The core components/systems are in place to make it cost effective to expand the initial efforts and introduce the same efficiencies to the other divisions in ERD and expanding accessibility to this information.

Problem Statement:

As the official custodian of all personnel records ERD has pursued an effective solution to the County's long term records management needs.   The EDMS solution provides the County, and its 30,000 (plus terminated/retired) workforce, a robust browser based system that is secure, accessible to all, and provides business continuity in the event of a disaster.

The initial project dealt with the Personnel & Medical records in the Administrative Services Division(ASD), but there are many other division/areas such as Labor Management (Appeals, Grievances, etc.), Compensation (Reclassifications), Recruitment (Background, I-9, hiring document), and Training in which the department functions in the same capacity as the official record manager that now must be addressed. As in the pre-EDMS days for ASD, these records are stored in file cabinets with all of the inefficiencies that come with a manual filing system.

Additionally, distributed personnel support staffs (Department Personnel Representatives) maintain secondary file rooms at their site. This poses numerous issues on a large scale and is of concern. These departments must be staffed to maintain these files as well as use valuable office space to store the records. Manual filing also lends itself to misfiles, lost documents, theft, and vandalism of the original documents that are kept in the central file room and in most cases these are not the official records. Given that the County has already invested in creating an Electronic Personnel Records Library this is an additional opportunity that may be pursued by the County at an enterprise level to further maximize its return-on-investment.

There is a need now to provide a complete comprehensive electronic folder that is accessible by all, especially the operating departments, and to provide the same level of business continuity for these records.

Solution:

Secure adequate resources (i.e. funding and staffing) to continue to develop and expand the use of Electronic Personnel Library to reduce the volume of paper that is processed and stored County-wide. Secured funding would go towards setting up new electronic libraries and imaging paper documents (back-file).

Expected Benefits / Direct Payback:

ERD's business processes impact all County departments. A tremendous volume of paper is generated annually and industry analysts insists that a large portion of institutional knowledge is still in unstructured repositories such a file-rooms. The associated costs of storage, labor costs for manual filing, and travel time to view documents could be eliminated by back-filing existing documents and electronically scanning and importing all "day-forward" work.

The following are key business drivers that would result in direct and indirect paybacks with the implementation of this solution:

1. Simultaneous and immediate access of documents at your desk, field, or home;
2. Efficiencies are introduced as a result of performing electronic searches that yield the exact desired document (from a 3 inch folder) at your desk, field, or home within seconds;
3. Protection of vital documents from vandalism, natural and man-made disasters;
4. Information is readily available to decision-makers with the proper security;
5. Reduction in storage premium and clerical cost

Backfilling ERD documents will provide immediate access to persons with the proper security. Multiple users are able to view the same document simultaneously. Currently, if a file is checked out, another user cannot view the file until it is returned. It will facilitate the processing of personnel transactions. For example, in promotional exams, files must be pulled for all employees who wish to sit for the exam in order to calculate seniority points. Electronic files allow immediate access and would accelerate the process.